



Help Desk Manager

Effective operational and system support is critical for a successful partnership between the franchisor and franchisees. However, it can also form a significant part of the operational cost for a franchisor. The Help Desk module allows franchisors to provide improved support to the franchisees 24x7, around the year. The Help Desk module leverages a trouble ticket system to report and track issues. The FAQ section provides answers to frequently asked queries, allowing support staff to focus on strategic issues. Online manuals, documents, and training provide additional channels for enhanced support. Discussion groups allow franchisees to share ideas and learn from each other.



Some of the benefits are:

- ▶ Strengthen relationships with your franchisees by providing them 24x7 support
- ▶ Reduce the time and resources required to effectively support franchisees
- ▶ Allow support staff to focus on strategic issues rather than repeating answers to the same problems repeatedly
- ▶ Leverage discussion groups to enable franchisees to share ideas and support issues, allowing them to learn from each other
- ▶ Provide online training and electronic manuals for improved performance and support

FEATURES:

- Web-Based 24x7 Support
- Help Desk
- Trouble Ticket Generation
- Answers to FAQ
- Online Manuals and Docs
- Support Discussion Groups
- Training
- Reporting and Metrics